

THE REPUBLIC OF UGANDA MINISTRY OF HEALTH

UGANDA NATIONAL HEALTH LABORATORY SERVICES/CPHL

Plot 160 - 1602 Old Butabika Road, Kampala Phone: +256-414-230265 Email: cphlug@gmail.com

Guidelines for Using ASLM-Laboratory Information System(A-LIS)

JUNE 2017

FORWARD

ASLM-Laboratory Information System (A-LIS) is one of the software solutions for Health

Laboratory Information Management System (HLIMS). Installing A-LIS in public and

private health centers (HC) enables laboratories to receive electronic laboratory result report

of referred samples and laboratory test requests from clinicians. Laboratories are also able to

generate electronic laboratory test result report, patient laboratory history, data values for

HMIS 105-6, 033A, 033B, orders for supplies and laboratory information for referral

samples.

The information generated by A-LIS is paramount in supporting evidence-based decision

making in the provision and coordination of laboratory services in public HCs. A-LIS is one

of the products of HLIMS Master Plan which is a detailed prescription of how to achieve

what the strategic and policy documents articulate on laboratory information management in

Uganda.

The plan is informed by National Development Plan, MOH Strategic plan, UNHLS policy

and plan, MOH E-health policy and plan, HMIS&DHIS2 guidelines, LQMS & SLMTA

guidelines, Hub systems guidelines among others, to ensure its relevance to the entire

laboratory landscape while achieving the HLIMS vision of, "Quality laboratory information

for a productive and health Uganda", and Mission of, "Supporting quality laboratory

services through an integrated system that innovatively collects, stores, analyzes and

communicates laboratory information".

These guidelines will promote embracing ALIS in HCs and ensure compliance when using

ALIS. This in turn facilitates the generation of quality information and sustainability of

ALIS. So I encourage laboratory staff and other health workers who may be involved in A-

LIS at all levels to make use of them appropriately.

Mr. Aisu Steven

HEAD CPHL/UNHLS

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ACKNOWLEDGEMENT

The Ministry of Health would like to acknowledge with gratitude the CDC/ASLM who supported the development of the guidelines for using A-LIS, as well as the contribution of the following to the development of this document.

No.	Names	Institution
1. I	Dr. Kajumbula Henry	Chairman HLIMS TWG
2. I	Proscovia Nambuya Mbabazi	Secretary HLIMS TWG
3. 1	Ntale Jonathan	CDC Uganda
4. I	Kasule Daniel	ASLM HLIMS Coordinator
5. I	Dr. Nakakawa Agnes	HLIMS TWG
6. I	Dr. Simon Kalyesubula	HLIMS TWG
	Guma Gaspard	UNHLS STA Laboratory Services
	Ojwiya Amato	UNHLS STA Laboratory Services
9. I	Ikoba Sulaiman	UNHLS Operations Manager
	Nyegenye Wilsom	UNHLS Coordinator Logistics
	Ogwok Patrick	UNHLS Coordinator QA
	Kasolo Rajab	HLIMS TWG
	Kihumulo Timothy	HLIMS TWG
	Kasusse Michael	HLIMS TWG
	Augustina Poni	HLIMS TWG
	Kibirige Joseph	HLIMS TWG
	Byron Benson	HLIMS TWG
	Ankunda Philip	HLIMS TWG
	Anguyo Geoffrey	HLIMS TWG
	Muwanga Simon	HLIMS TWG
	Kitutu Paul	HLIMS TWG
	Walwema Joseph	HLIMS TWG
	Ereng Anthony	HLIMS TWG
	Kasibante Philip	HLIMS TWG
	Alinaitwe Thomas	HLIMS TWG
	Nandal Michael	HLIMS TWG
	Mugerwa Ibrahim	HLIMS TWG
	Mukembo Moses	HLIMS TWG
29.0	Ogwang Bernard	HLIMS TWG

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ACRONYMS

ALIS ASLM-Laboratory Information System

ASLM African Society of Laboratory Medicine

CDC US Centers for Disease Control

CPHL Central Public Health Laboratories

DHIS2 District Health Information System 2

eHealth Electronic Health

HC Health Centre

HMIS Health Management Information System

HLIMS Health Laboratory Information Management System

ICT Information Communication Technology

IT Information Technology

LQMS Laboratory Quality Management System

MOH Ministry of Health

UNMHCP Uganda National Minimum Health Care Package

UNHLS Uganda National Health Laboratory Services

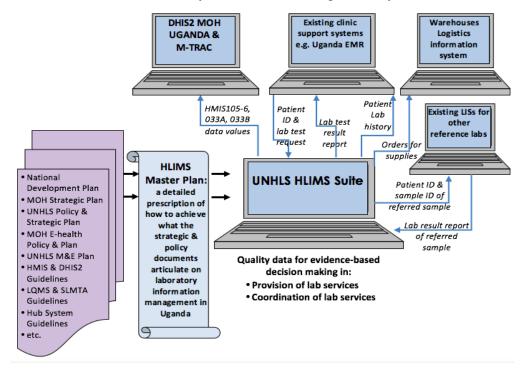
SLMTA Strengthening Laboratory Management Towards Accreditation

TA Technical Advisor

TWG Technical Working Group

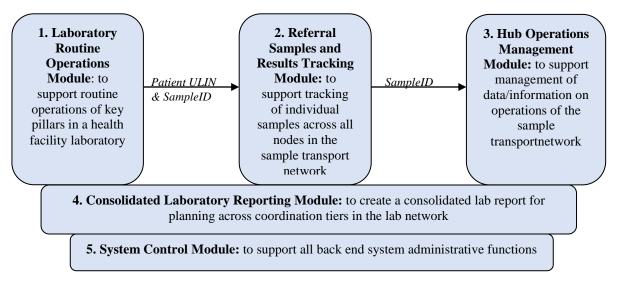
SECTION 1: INTRODUCTION

ALIS is a transaction processing system for supporting operations at a facility laboratory. ALIS is also referred to as LabAPP1, and is one of the critical building blocks of the UNHLS Application Architecture (Suite) in Health Laboratory Information Management Systems (HLIMS) master plan.



ALIS is part of the UNHLS HLIMS Suite

Basing on the UNHLS Business Architecture, ALIS has five (5) major modules that are accessible across the health laboratory network in order to harmoniously support effective management of information on laboratory service delivery.



Modules that constitute ALIS

SECTION 2: SYSTEM CONTROL MODULE

2.0 Getting Started with A-LIS

Open ASLM Laboratory Information System (A-LIS) using any web browser e.g. Google Chrome or Mozilla Firefox by entering the IP address of the server e.g. 192.168.0.1 as the URL. This will bring a page requesting for login information that you enter to proceed.



ASLM Laboratory Information Management System (ALIS)

Towards quality laboratory data for evidence based planning and decision making



Page requesting for login information

Fill in the username and password



When you don't fill in either of the username or password, you will get errors as displayed below



When you fill in wrong username or password, the following errors shall be displayed

Username and/or password invalid.

When you forgot your username and password, kindly contact the lab-in-charge for help.

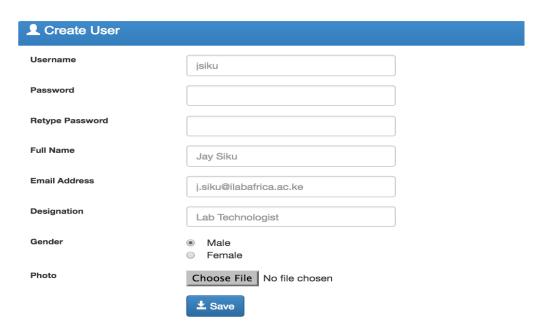
The page below will appear on successful login and it is the ALIS Landing page





2.1 Creating new user

Click Access Control from the page (far right lower box) or on the left menu bar, then click on Save



2.2 Creating a role

To create a new role in the system e.g. Receptionist, Data clerk; Under Access Control click on

roles Roles to bring a page below

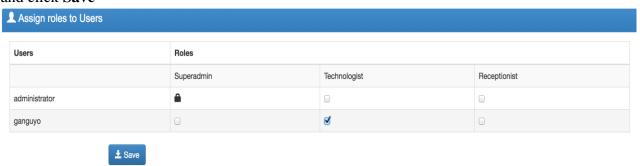


Then click on New Role to fill in the form below and click Save



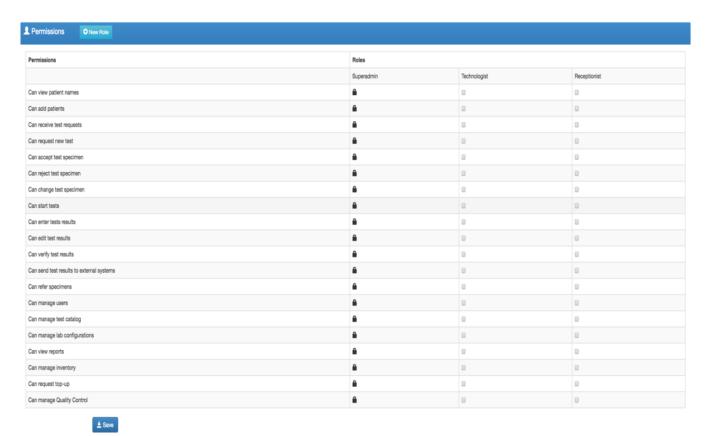
2.3 Assigning a Role to the user

Under Access Control click on Assign Roles 3: the relevant role for the newly created user and click **Save**



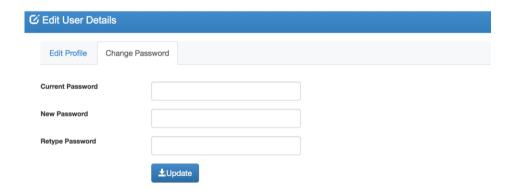
2.4 Assigning permissions to Roles

Under Access Control click on Permissions, check the appropriate permissions as shown below and click Save



2.5 Changing a Password

Click on your Username in the top right of your screen, then click on the Change Password tab and fill in the form below and click Update.



2.6 Logging out

Click on your Username in the top right of your screen, and then click on Logout

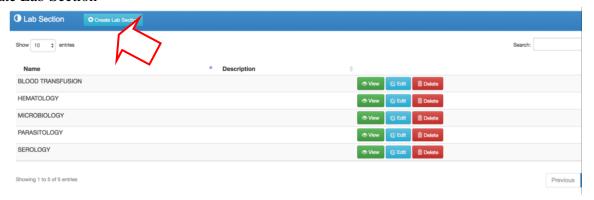
2.7 Tracking User activities

Click on Reports on the left side menu, and then click on User Statistics Report

User Statistics Report

2.8 Creating a new Lab section

Click on Test Catalog on the left menu bar, then click on Create Lab Section and click on



Fill in the form below



2.9 Creating a Specimen type

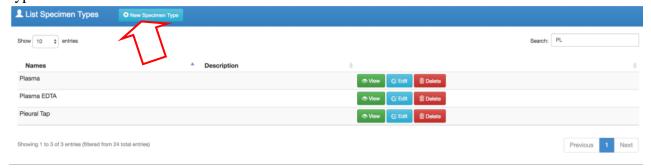
Click on Specimen Types

Click on Specimen Types

Types

from test catalogue, then click on New Specimen

Type

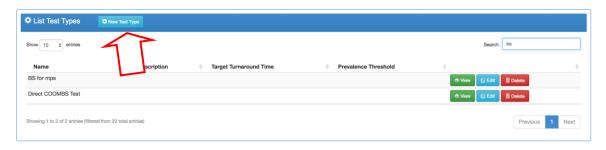


Fill in the form below and Save

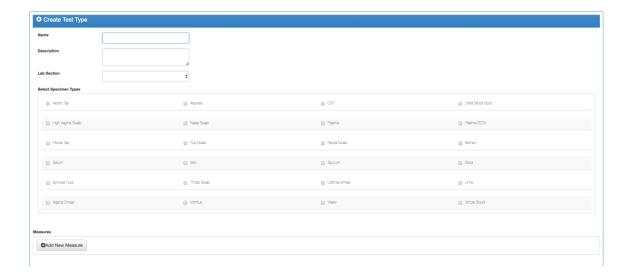


2.10 Creating a new Test Type

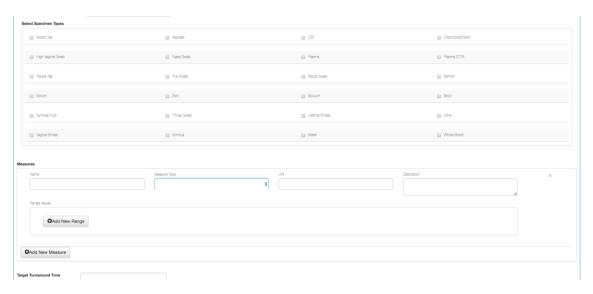
Click on Test Types from test catalogue and click on New Test Types



Fill in the form below and check the relevant specimen type/s for the test type



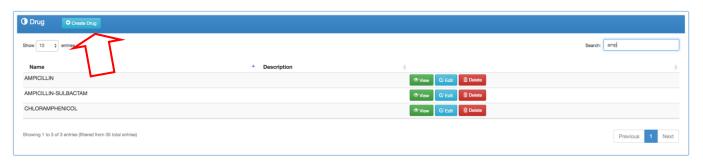
Click on Add New Measures just below the Select specimen types section



Fill in the **Name** of the test measure, **Measure Type** e.g. Numeric, **Unit** Description and Target Turnaround Time and click on **Save**

2.11 Creating a New Drug

Click on Prugs form test catalogue and click on Create Drug

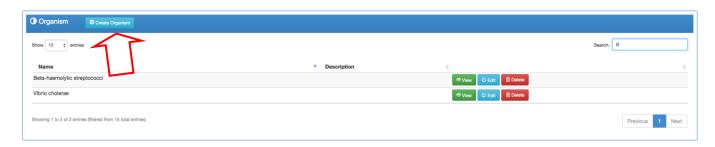


Fill in the form below and click Save



2.12 Creating a new Organism

Click on Organisms from test catalogue and click on Create Organism



Fill in the form below



2.13 Data back up

Daily cron job to dumb MySQL database to the backup servers (production environment) every midnight.

• Transfer copy of the back-up to another location using secure FTP aka sftp.

Data archival from facility level to national level

• Implement a cron Job to upload a monthly aggregate report (as JSON data) over https to a central server

SECTION 3: LABORATORY ROUTINE OPERATIONS MODULE

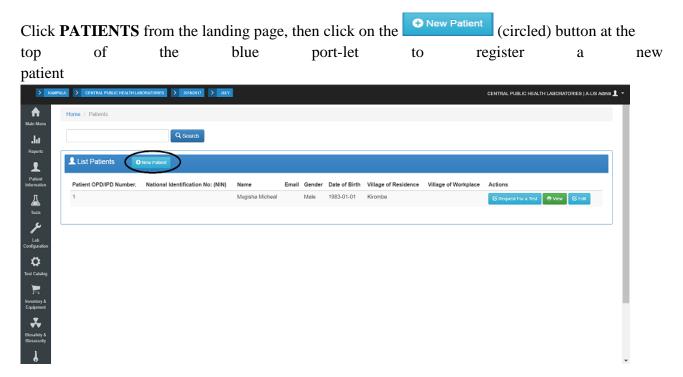
This section is about laboratory routine operations including; pre-analytic, analytic and post analytic tasks managed by receptionist/data person, clinician or a laboratory person. Initial tasks include; patient registration, editing and viewing of patient information in the system. To access this section, click **PATIENTS** (rounded) from ALIS landing page below. This shall display all existing information on patients already registered into the system.



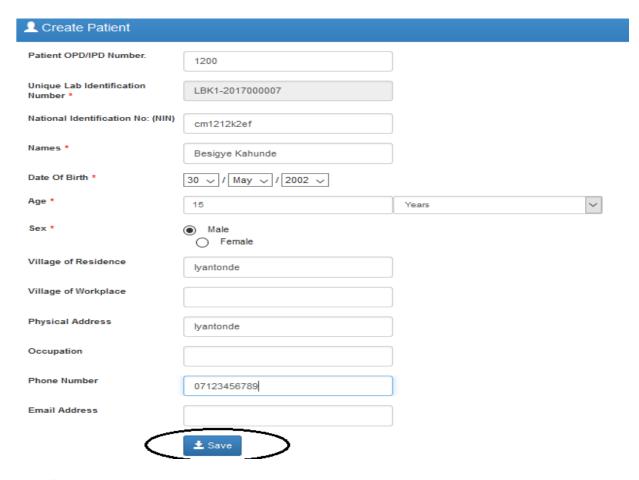
A-LIS landing page

3.1 PRE-ANALYTIC PHASE

3.1.1 Registering a new patient

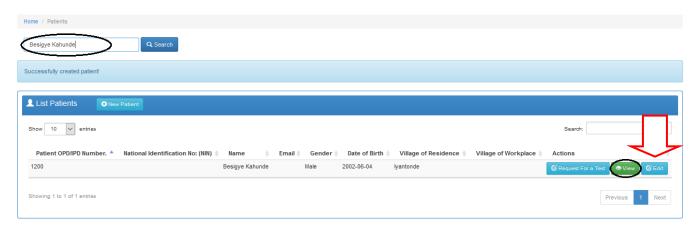


This will bring a page with fields for capturing patient details. Enter patient information in the fields provided and click to save the information captured as illustrated below.



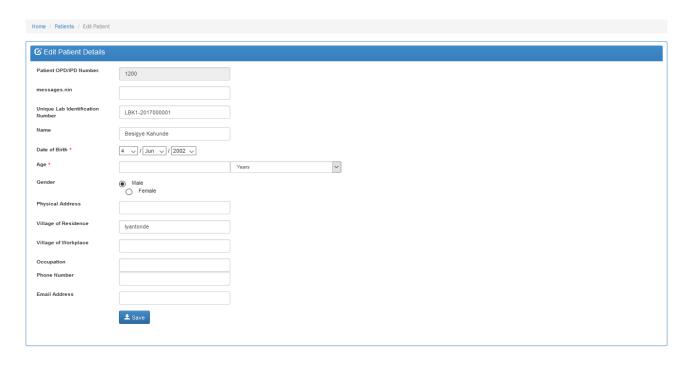
3.1.2 Searching for registered patient

Click **PATIENTS** from the landing page, use the search box to search for a patient of your interest using either the OPD/IPD number or the patient's name and click to update patient information or click the (Circled) below to request for a test.



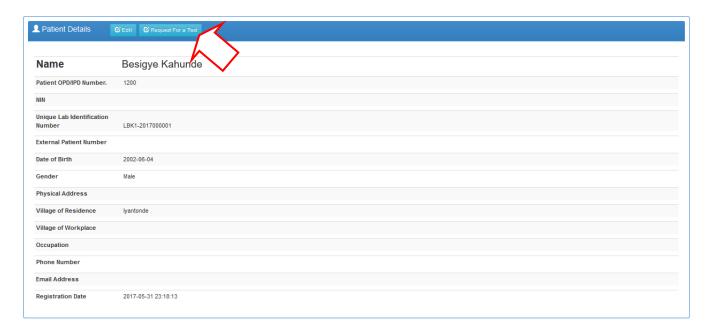
3.1.2.1 Updating patient details

Click to bring a page below and update patient information and Save



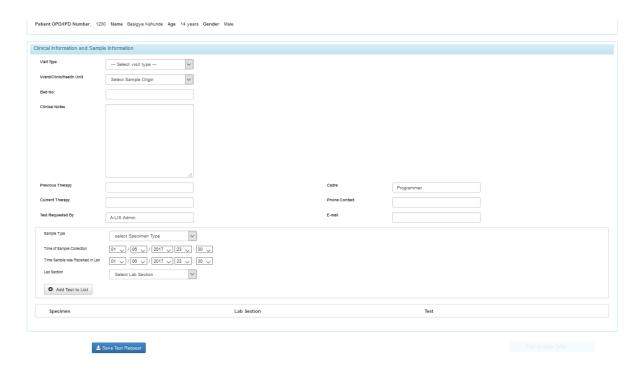
3.1.2.2 Requesting for a test

Click above to bring a page below then click Request For a Test to request for a test (if your role is assigned to perform such an activity e.g. clinician).



This will bring a page below and a clinician fills in the patient's visit type (OPD or in-patient), location (ward, unit or clinic, Bed Number for only in-patients), clinical notes, previous therapy (if applicable), current therapy. Click on the "Sample type" drop down menu to select the sample type and click on "Lab section" to select where the tests are going to be carried out e.g. microbiology, parasitology, etc. For multiple tests, select the lab section where the different tests are carried out,

select tests and click to add selected tests to the test request and click to save the test request.

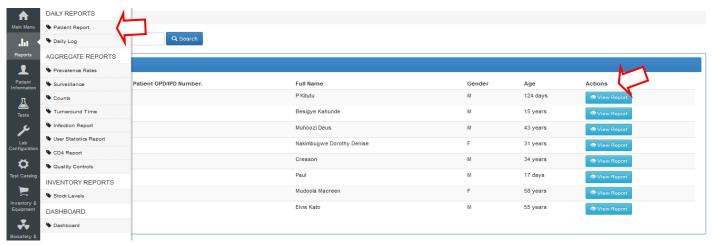


3.1.3 View and download patient lab history report

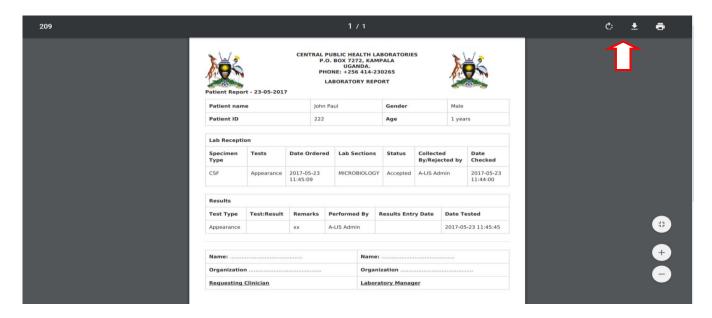
Patient lab history report has details of all the tests performed on a patient, samples collected and identities of the clinicians and lab technologists who requested and worked on the patient's sample and may be required when requesting for a new test.

3.1.3.1 View a patient lab history report

On the side navigation bar, place your cursor on the option/button and select **Patient report** to display the list of all patient reports available in the system.



Click on on the Actions column for a selected patient. This will bring a page with the patient's lab history report shown below for viewing.

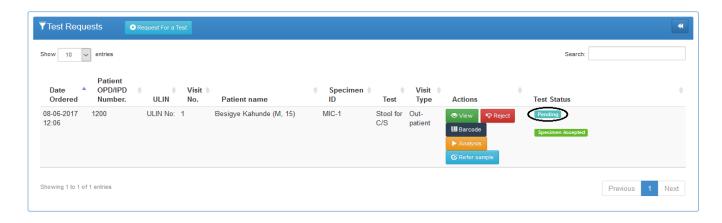


3.1.3.2 Download or Print Patient History Report

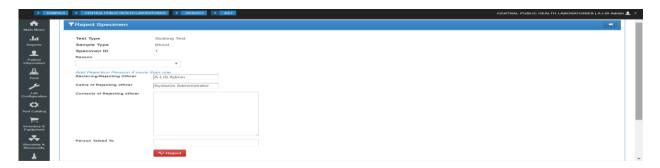
Click on the icon to download or the icon to print the report.

3.1.4 Accept or Reject sample

On the side navigation bar, click on and view all test requests then select **Pending Tests.**Use the search box to search for a patient and click on to accept and start test on that patient's sample. Note that the **Test Status** of that request changes from to Test Started



To reject, click Preject button; which will open a page shown below where you specify reasons for rejection.



3.1.5 Assign patient a ULIN; Update patient details as in 3.1.2.1 above

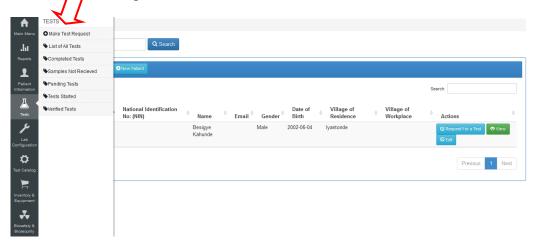
3.2. ANALYTIC PHASE;

3.2.1 Manage Laboratory requests



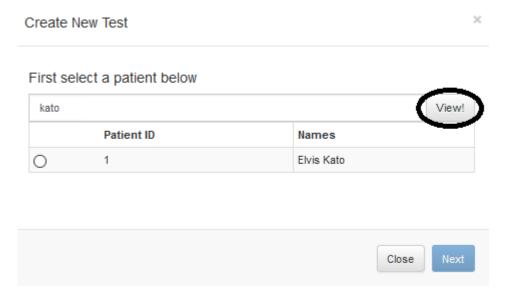
Click **TEST** from landing page to view details of all laboratory test requests including; "Make Test Request", "List of All Tests", "Completed Tests", "Samples Not Received", "Pending Tests", and "Tests Started" or "Verified Tests"

Alternatively, on the side navigation bar, place your cursor on the option/button to view details of all laboratory test requests.



3.2.2 Make test Request

Click Make Test Request to bring the page below. Search for the patient using either the patient's name or ID and click the **View** button to see the results of the search. Select the patient by clicking on the corresponding radio button and click the Next button to make the lab request as in **3.1.2.2** above.



3.2.3 Display of all test requests made

Click List of All Tests to display all test requests made to the laboratory.

3.2.4 List of all completed tests

Click to show a list of all completed laboratory tests with a label Test

Completed (circled in screenshot below) under the Test Status column.

**Completed (circled in screenshot below) under the Test Status column.

**Control Public Meanth Laboratories | All | Scourch | Sco

3.2.5 Samples not received

Click Samples Not Recieved to display incoming test request

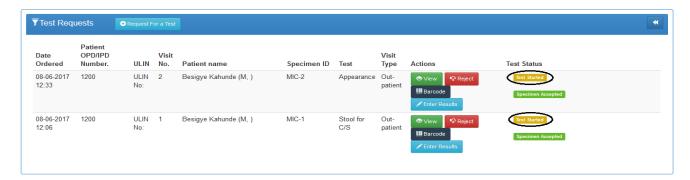
3.2.6 Pending test requests

Click to display pending test requests with a label **Pending (circled in screenshot below)** under the **Test Status** column.



3.2.7 Tests started

Click Tests Started to display a list of all lab tests that have been started with a label Test Started (circled in screenshot below) under Test Status column.



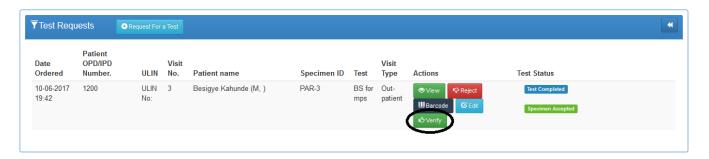
3.2.8 Verified Tests

Click Verified Tests to display a list of all lab tests that have been verified with a label Test Verified (circled in screenshot below) under Test Status column.

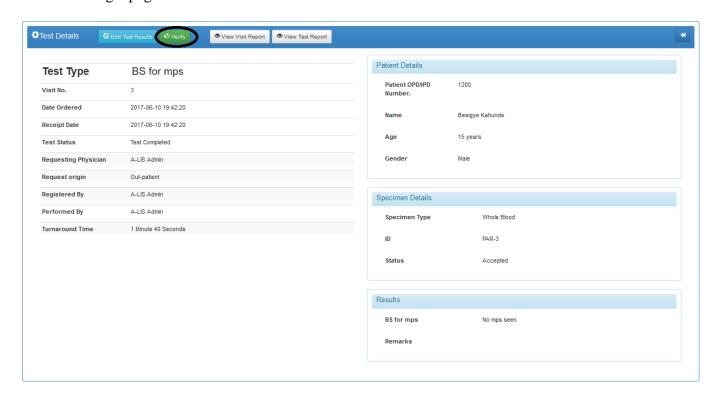


3.2.9 View and Verify lab test request

The person with permission to verify results finds completed tests as in 3.2.4 above, click the button (circled) below.



This will bring a page to view test results and then click Verify



3.2.10 Generate Lab test result report

The person with permission to generate results finds completed tests as in 3.2.4 above, click the button (circled) to view test results as in 3.2.8 above then click on to view the general lab test result report generated in a PDF format as shown below.



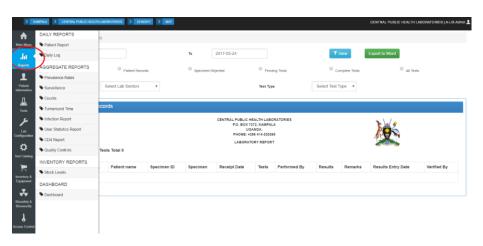
3.3 POST ANALYTIC PHASE

3.3.1 Reports



Click **REPORTS** from landing page to view details of all laboratory reports generated by ALIS.

Alternatively, on the side navigation bar, place your cursor on the eports option/button to display the list of all reports generated by the system.



3.3.2 Daily Reports

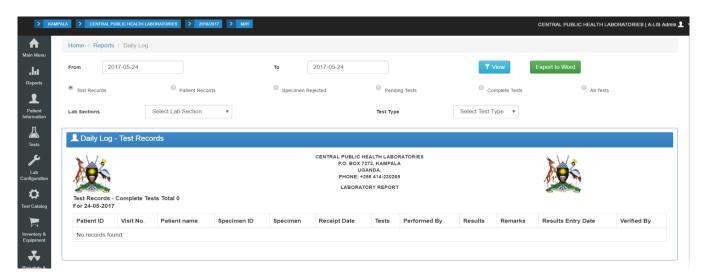
These include patient reports and daily logs

3.3.2.1 Patient Report

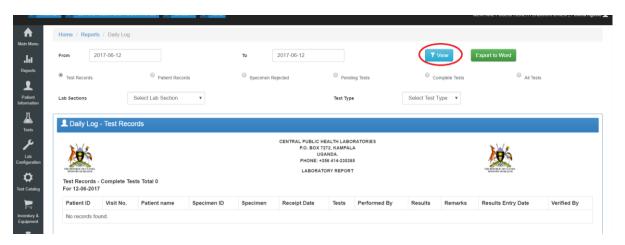
View patient information and history as in "3.1.3 View and download patient lab history report" above.

3.3.2.2 Daily Log

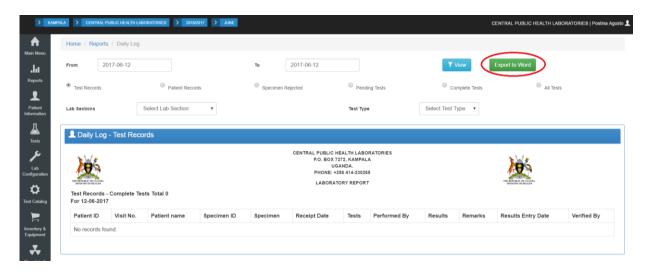
On the side navigation bar, place your cursor on the option/button then click to daily logs as below.



Filter using dates, test records, Patient Records, Specimen Rejected, Pending Tests, Complete Tests, All Tests, lab sections or Test Type and then select View to see the daily log for the filter.



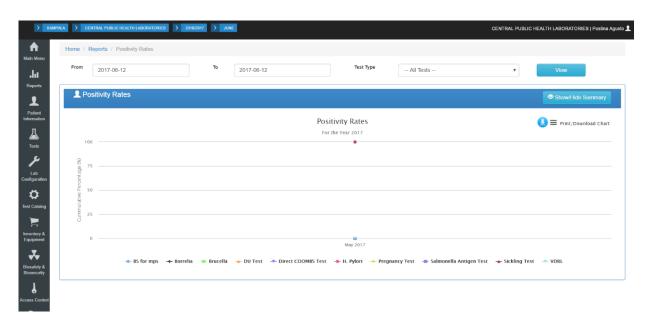
Use **Export to word** button to download and view the filter in a word document.



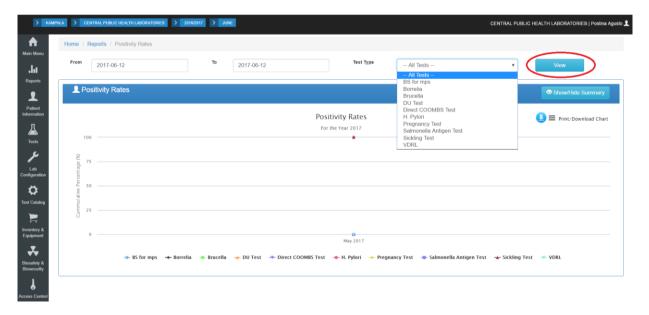
3.3.3 Aggregate Reports

3.3.3.1 Positivity rates

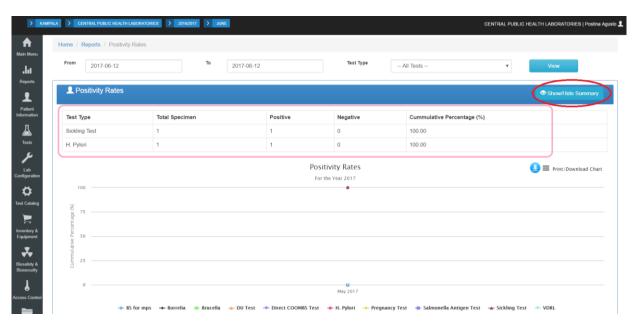
On the side navigation bar, place your cursor on the Prevalence Rates to view the rates. By default, the report loads prevalence rates for the current year. A positivity rate is the total number of cases of a disease existing in a population divided by the total population. Formula: Positivity Rate of Disease = (n / Total population) x 10 n Where n - All new & preexisting cases of specific disease



Set a date range to view infection graph and prevalence rates. You can also view by **test type** then click on **View** to load the report with the filters defined.



Select Show/Hide Summary to view/hide the numeric data

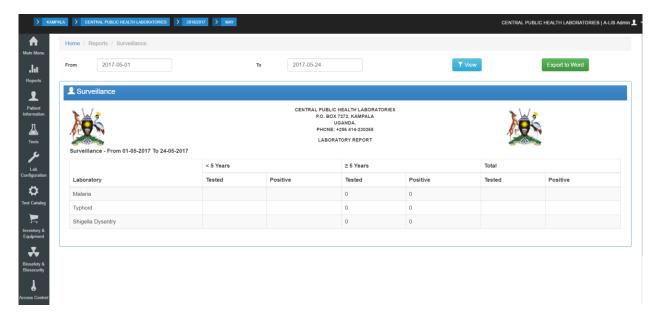


Click button to choose the various formats then print or download the chart

3.3.3.2 Surveillance

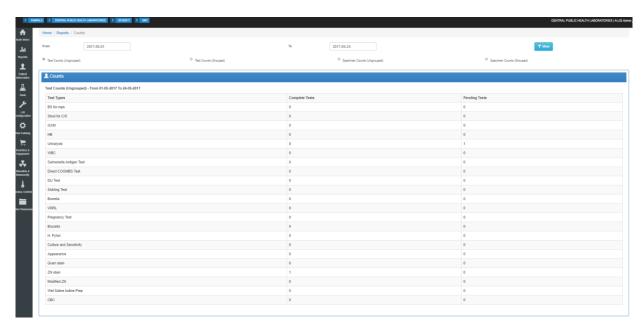
On the side navigation bar, place your cursor on the option/button then click to bring surveillance report on laboratory tests and their outcomes. Monthly reports are generated by default for the tests carried out and the figures for those **Tested** and **Positive** are given for the different age ranges plus the total sum for the tests. Filter for a given period by entering the different date ranges and then click on **View**. Click on the **Export to Word** button to download and view in a word document.

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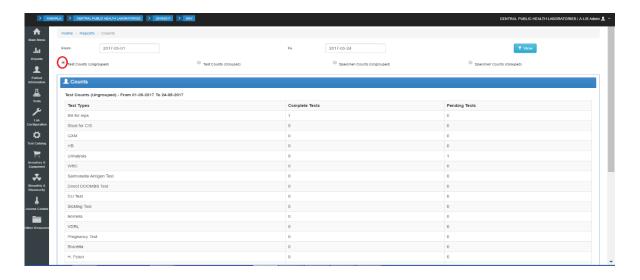
3.3.3.3 Counts Report

On the side navigation bar, place your cursor on the eports option/button then click "Counts" to generate a report for a particular time period for tests and specimens both grouped and ungrouped.

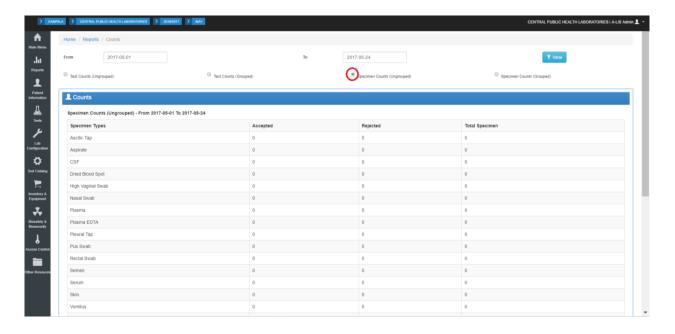


The ungrouped tests and specimens, are summaries of the completed and pending test plus accepted and rejected specimens respectively as seen below

i. Test counts(ungrouped)

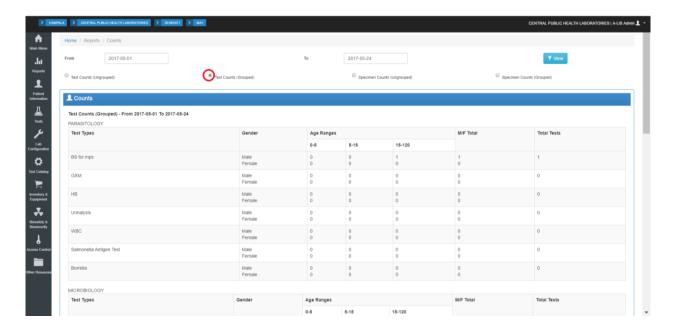


ii. Specimen counts (ungrouped)



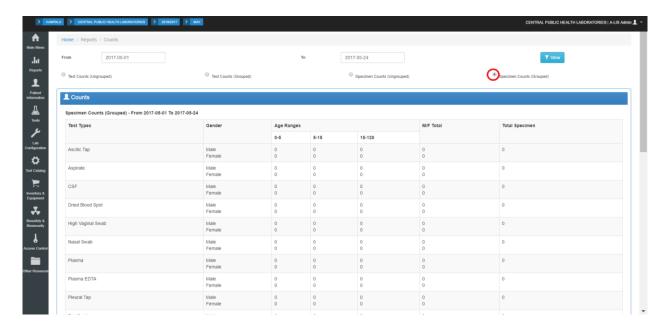
The grouped tests and specimens are categorized according to gender and age ranges.

iii. Test Counts (grouped)



iv. Specimen counts (grouped)

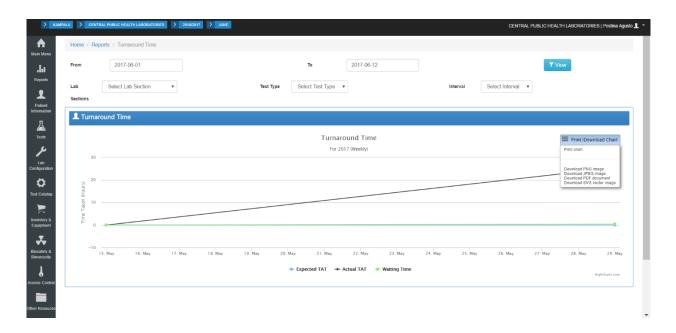
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3.3.4 Turnaround Time Report

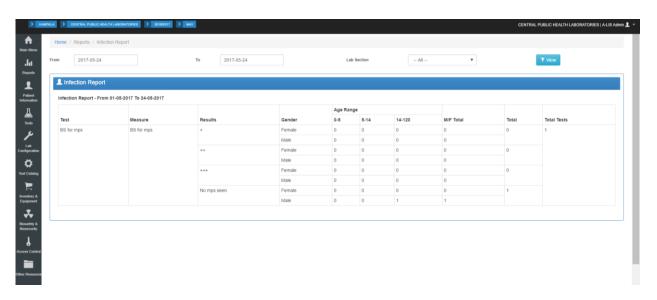
From the option/button, click the button to display the turnaround time from when a test is ordered to completion including specific tests. Select a turnaround time report for the

different intervals (daily, weekly, monthly), date ranges, lab sections and specific test type and then clicking View. Click on \equiv to print or download.



3.3.3.5 Test summary Report

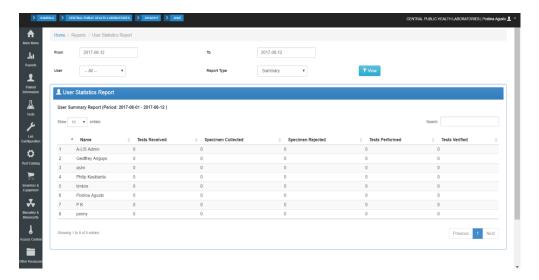
From the option/button, click to display infections by gender and age Select a date range and lab section then clicking View.



3.3.3.6 User Statistics Report

From the option/button, click "User Statisticks" to display report for users of the system and system activity logs. Filter by User, report type or date range and then click on View. Use a search

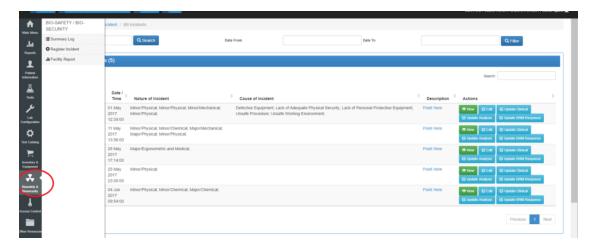
box to search a user by name and click the drop down of **Show entries** show a number of entries for a defined report.



3.4 BIOSAFETY AND BIOSECURITY

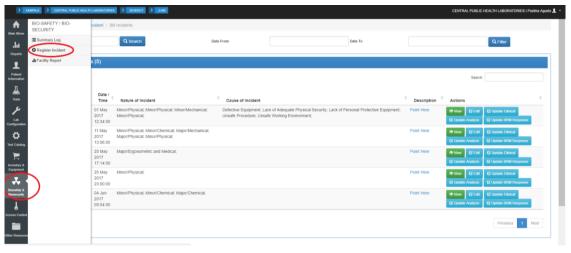


Click **BIOSAFETY & BIOSECURITY** from landing page to view details of all ordinary and emergency BB incidents occurring at a lab facility. Alternatively, on the side navigation bar, place your cursor on the **BB** option/button to display the list of all ordinary and emergency BB incidents.

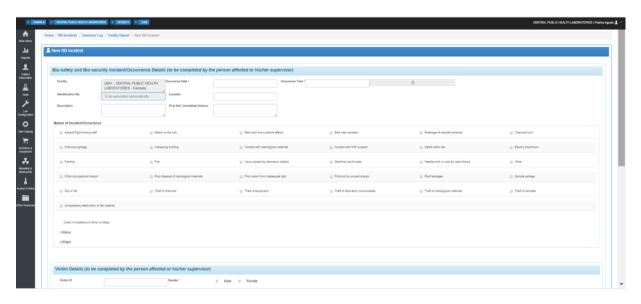


3.4.1 Registering a bio-safety/bio-security incident

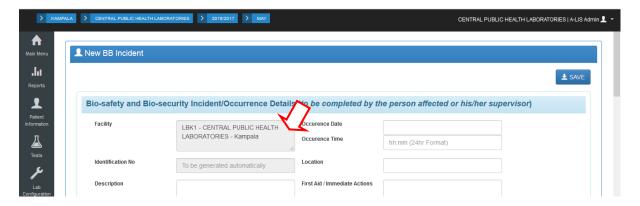
On the side navigation bar, place your cursor on the BB option/button, then click "Register incident".



This will bring a page below, then click the "SAVE" button to save details on incident after feeling them in.

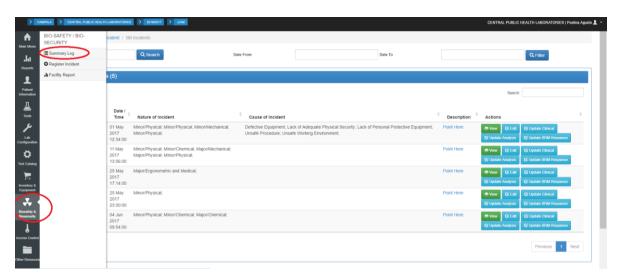


When facility name and password are the log-in credentials, then the facility name in the page is automatically filled.

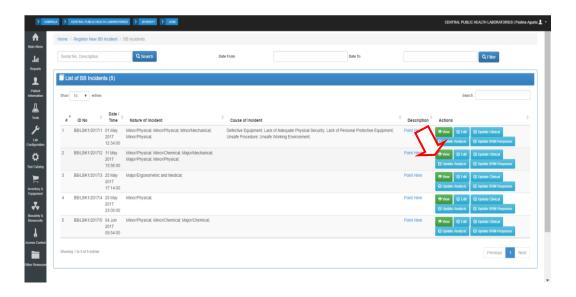


3.4.2 Assessing reported biosafety or biosecurity incidents

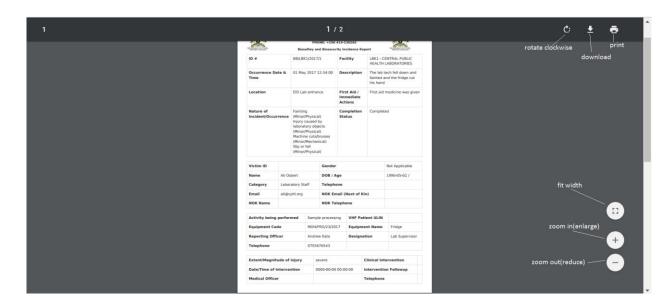
On the side navigation bar, place your cursor on the **BB** option/button, and then click "**Summary** Log".



This will bring a page that displays a list of **BB** (Bio-safety and Bio-Security) incidents as shown below.



Click to assess the required incident as shown below.



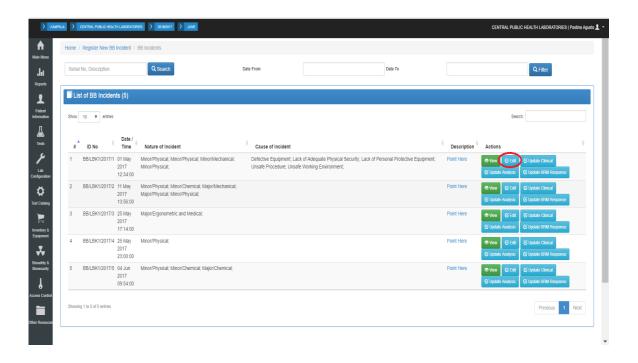
3.4.3 Editing Bio-safety and Bio-security incidents

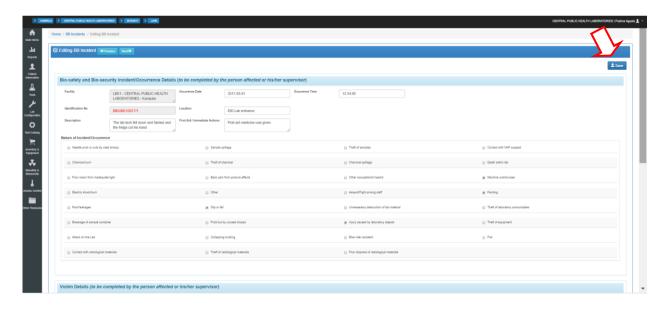
BIO-SECURITY

Summary Log

On the side navigation bar, place your cursor on the BB option/button, and then click "Summary

Log" to display a list of BB (Bio-safety and Bio-Security) incidents and click "Edit BB Incident Information"





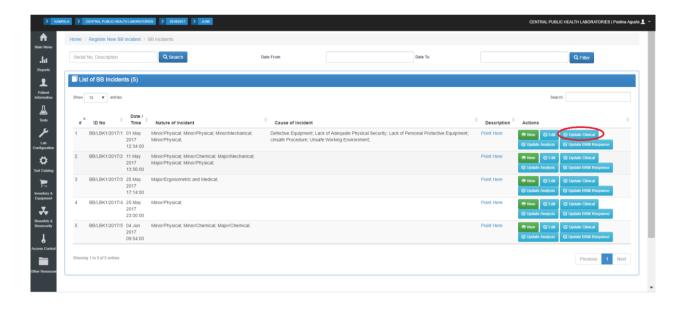
Edit and click "Save" to update changes on details of incident.

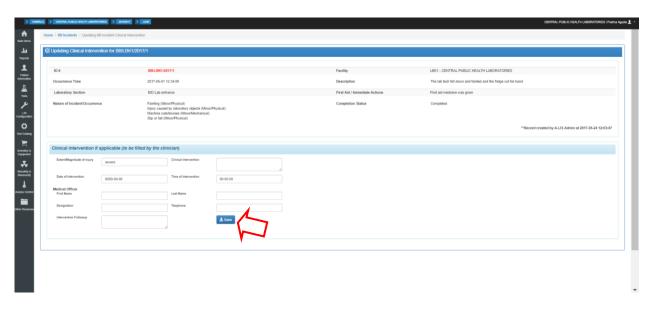
3.4.4 Updating Clinical Intervention

BIO-SECURITY

On the side navigation bar, the clinician places a cursor on the BB option/button, and then clicks

"Summary Log" to display a list of BB (Bio-safety and Bio-Security) incidents and click "Update Clinical Intervention".



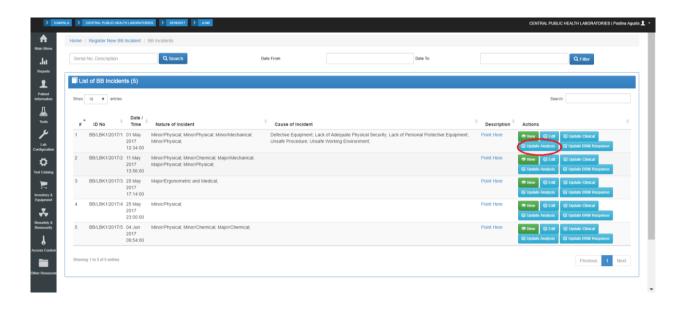


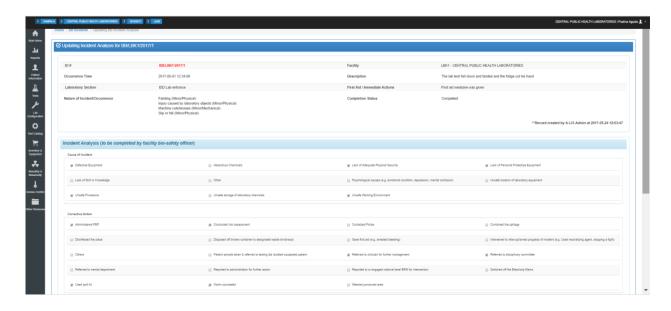
Updates and clicks "Save" to update changes on clinical intervention.

3.4.5 Updating Incident Analysis

On the side navigation bar, the Biosafety officer places a cursor on the BB option/button, and

then clicks "Summary Log" to display a list of **BB** (Bio-safety and Bio-Security) incidents and click "Update Incident Analysis".



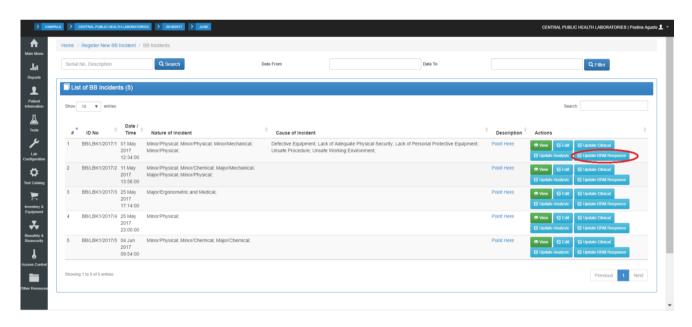


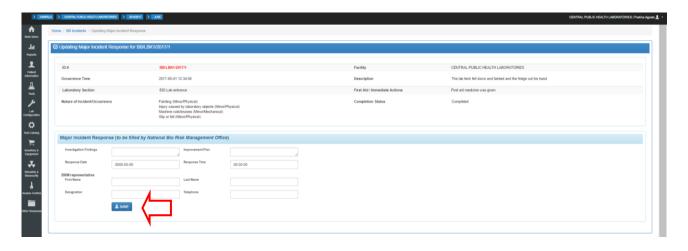
Updates and clicks "Save" to update changes on incident analysis

3.4.6 Updating National Bio-risk Management Response

On the side navigation bar, the National Bio-risk Management person places a cursor on the BB

option/button, and then clicks "Summary Log" to display a list of **BB** (Bio-safety and Bio-Security) incidents and click "Update NBRM Response".

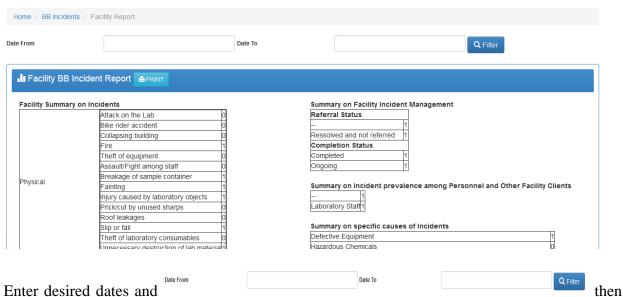




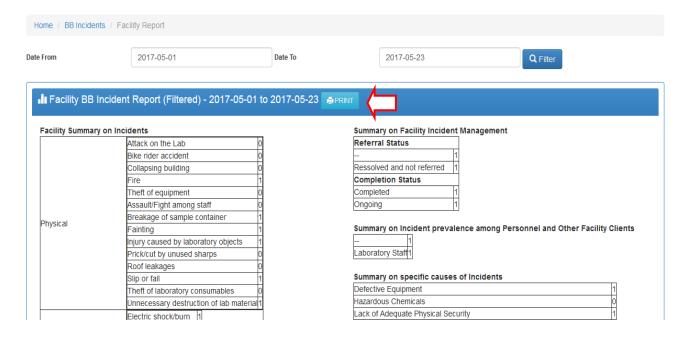
Updates and clicks "Save" to update changes NBRM response.

3.4.7 Generating BB periodic Report

On the side navigation bar, place your cursor on the **BB** option/button, and then click "**Facility Report**" and a page for the facility BB incident Report will show as a default for the current month (1st to Date) as shown below.



click "Filter" to show report for a specified period The resultant report shows the period as shown below.

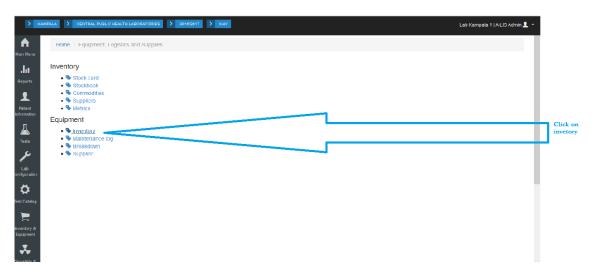


Click "Print" to have a physical copy.

3.5 EQUIPMENT, LOGISTICS AND STORE (ELS)

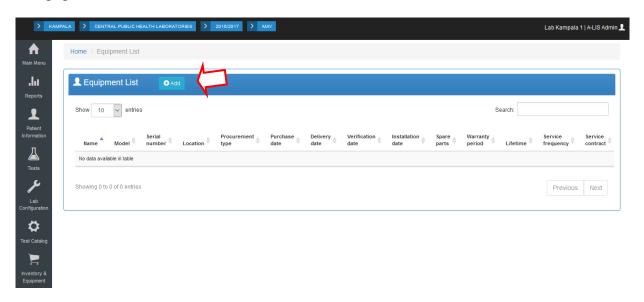


Click **INVENTORY & EQUIPMENT** from landing page to view laboratory facility inventory and equipment details.

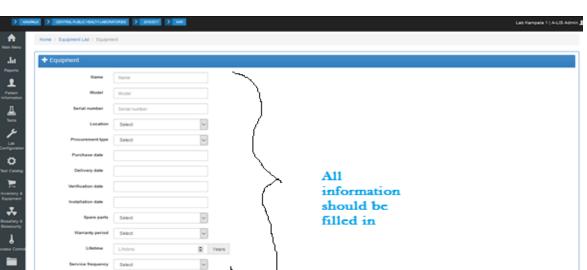


3.5.1 Registering a new Equipment

Click "Inventory & Equipment" on the landing page then click Equipment to display a list of all equipment and click "Add".



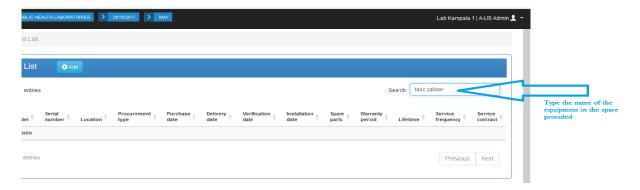
This will bring a page for filling in the equipment information as shown below and click to save the new equipment in the system



Submit

3.5.2 Search for a registered Equipment

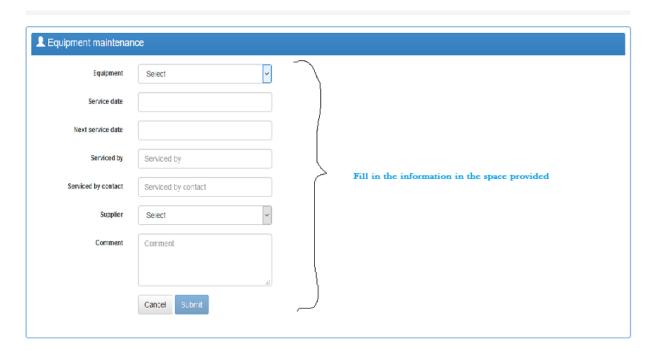
Click "Inventory & Equipment" on the landing page then click Equipment to display a list of all equipment and enter the name of equipment in the search box as shown below.



3.5.3 Manage service schedule of equipment

Click "Inventory & Equipment" on the landing page then click Equipment to display a list of all equipment and enter the name of equipment in the search box then click "Manage service schedule" under the action tab to enter information detailing: what machine, when was it serviced,

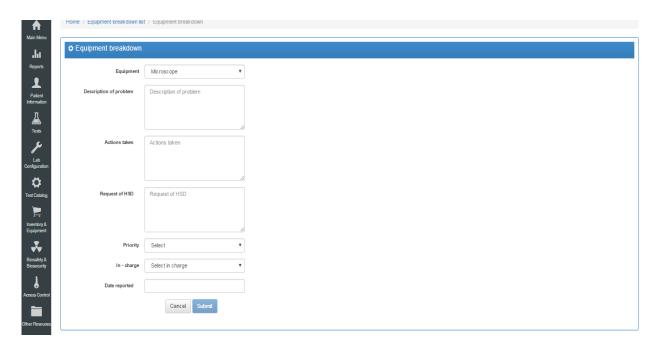
who serviced the machine and when will it be serviced again as shown below. Click save the schedule in the system.



3.5.4 Report Equipment Breakdown

Click "Inventory & Equipment" on the landing page then click Equipment to display a list of all equipment and enter the name of equipment in the search box click "Equipment Breakdown" under the action tab to enter occurrence information as required by ISO standards and as shown as

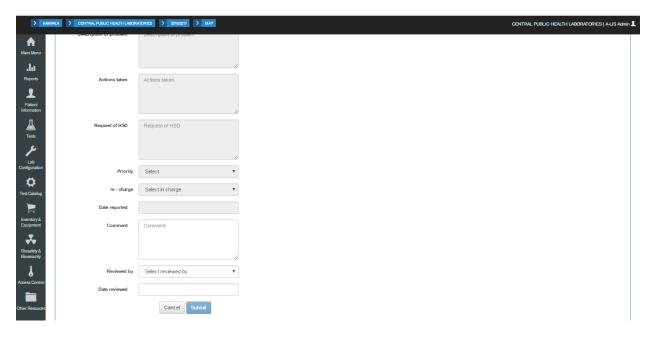
below. Click to save the occurence in the system.



3.5.5 Report Equipment Restoration details

Click "Inventory & Equipment" on the landing page then click Equipment to display a list of all equipment and enter the name of equipment in the search box click "Equipment Restoration" under the action tab to enter feedback regarding the repair of given broken equipment and as shown

below. Click to send the report.



3.5.6 Generate Periodic Equipment Performance Report

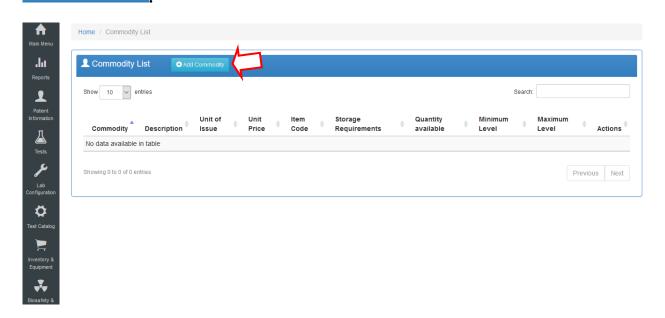
(Content coming later)

3.5.7 Update inventory of lab commodities

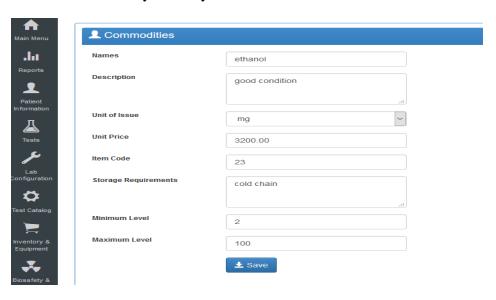
Click "Inventory & Equipment" on the landing page and click "Inventory" then click

Commodities to display a list of all comodities in the system as shown below and click

Add Commodity



This will bring a page for filling in details of the commodity as shown below and click on to add the commodity in the system.



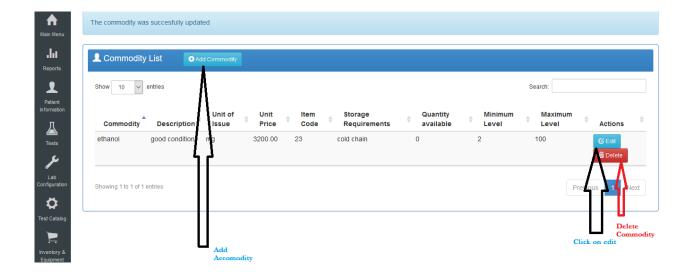
Use the search box to search for a registered commodity

of the commodity. Click

or click

to make other changes then click on

to update as shown below.

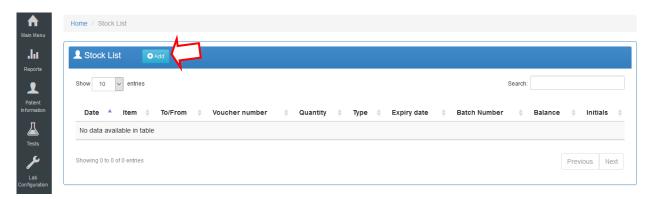


3.5.8 Issuing requested lab commodities (filling in stock book)

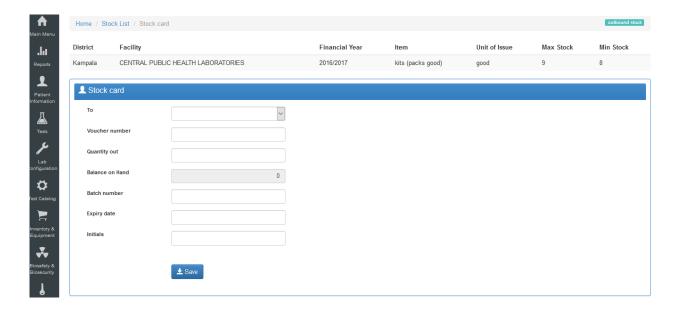
Click "Inventory & Equipment" on the landing page and click "Inventory" then click "Stock

Add
 Add

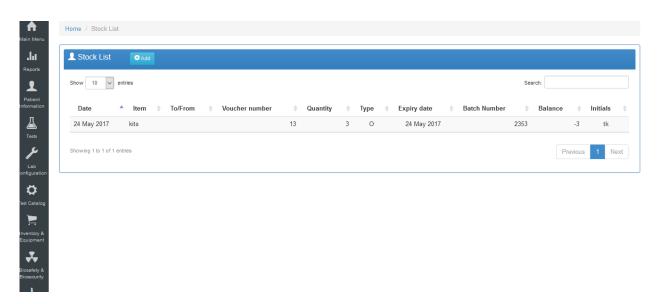
Card" to display the stock list. To issue a commodity requested click



The requesting staff should know all details of the commodity page will be displayed as shown below. Select the commodity and indicate whether the stock is inbound or outbound. Then click on continue to fill the stock card.



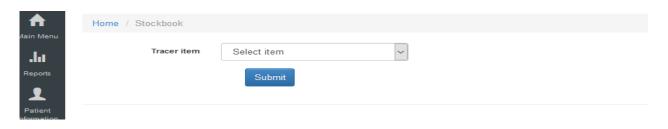
Click on button to save the item and a list of the saved item issued will be displayed as seen below



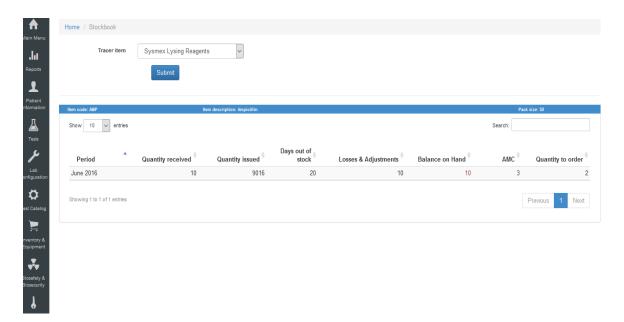
3.5.9 Record findings from conducted physical count

Click "Inventory & Equipment" on the landing page and click "Inventory" then click

• Stockbook to select the item to reconcile with the physical findings then click on submit.



This will bring a new page of existing stock as shown below



3.5.10 Generate stock status report

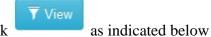
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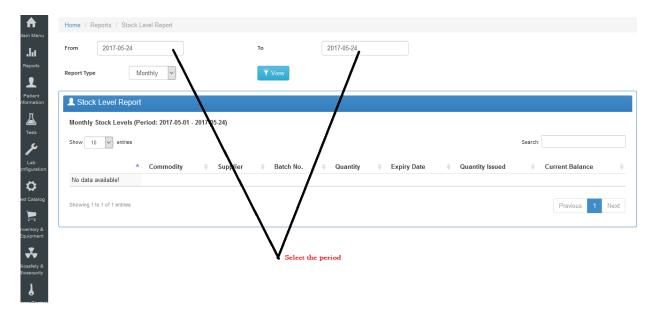


Click on Reports then click "Inventory Reports" and click "Stock Levels" as shown below.



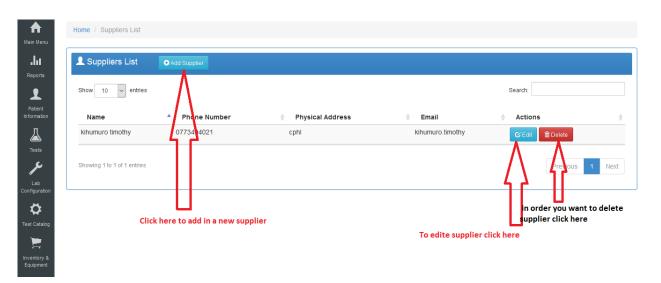
Enter period of time for the report then click



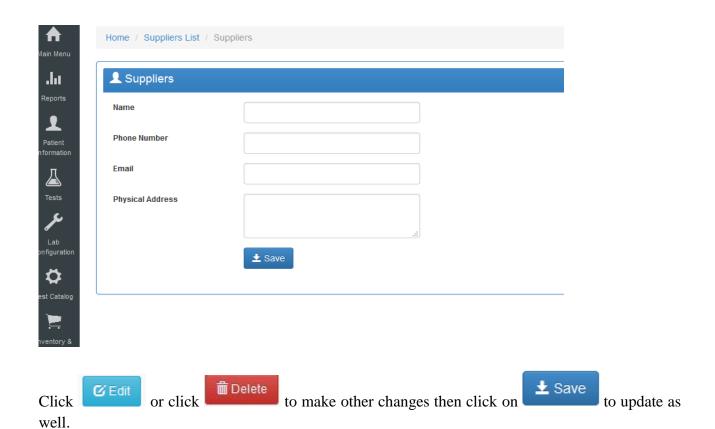


3.5.11 Adding a Supplier

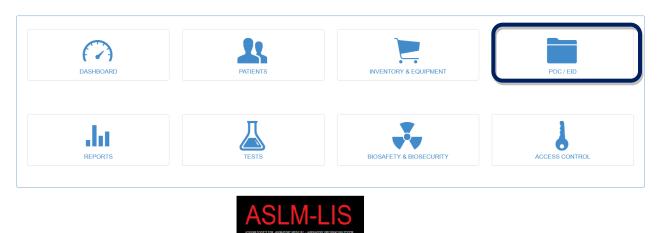
Click "Inventory & Equipment" on the landing page and click "Inventory" then click • Suppliers to display a list of a supplier of an equipment or commodity as shown below.



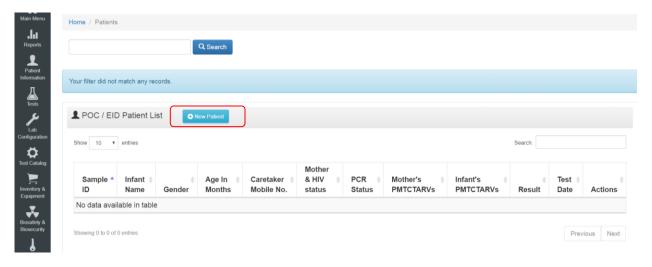
Click on Add Supplier to enter details of a new supplier as shown below and click "Save" to update the list.



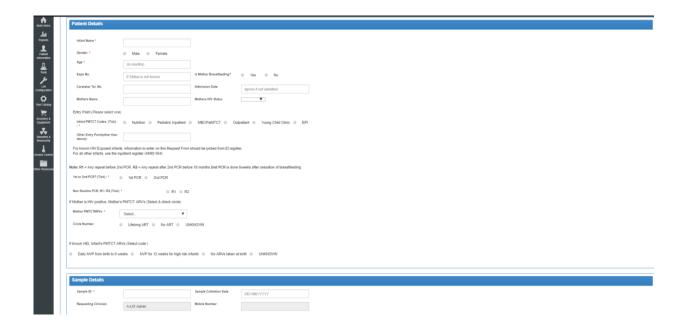
3.6 Registering an EID Patient



Click **POC/EID** from the landing page, then click on the top of the blue port-let to register a new patient. (circled) button at the



This will bring a page with fields for capturing patient details. Enter patient information in the fields provided and click save the information captured as illustrated below



Enter Results

Click on the Enter results and fill in then save.

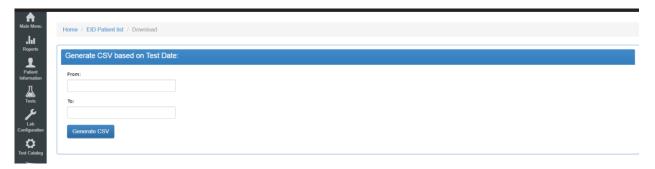


Download POC Data

This enables one to generate periodic data by specifying dates using the filters. Hover over **Tests** on the sidebar and click on the encircled field.



Below is the page where you specify dates for the data to be generated.



After that ensure to create a folder where you will be saving these downloaded files.

UPLOAD FILES

To upload, first login to your EID download account. On the left most corner there is an icon of home, click on it. It will open and click on the icon POC upload on the right. You will see the list of files uploaded if any. Then click on the upload button where you will need to browse to folder you created on the desktop and choose the downloaded file to upload then click save.

	Inquiries and questions	Responses
1.	Since the Hub module majorly depends on internet connectivity, will CPHL Provide	We are using this period to study the use of data bundles before committing to the sustainability of the support.
	Internet services to the Site.	orior communing to the sustainments of the support
2.	How different is the A-LIS from the other Lab Information systems?	A_LIS has been customized to the Uganda laboratory setting.
3.	How will the A-LIS help the facility link	A-LIS will later be able to upload data to DHIS2 but for now
٥.	its service data to DHIS 2?	it is able to summarize data according to the HMIS 105 Lab
	its service data to Bills 2.	section which can be printed and attached to the Monthly
		facility report.
4.	Will A-LIS improve on the data reporting	We shall have A-LIS integrated with the automated
١.	from the automated equipment and how?	equipment to enable automated data capture and reporting,
	from the automated equipment and now.	but this will be done in the next sequent build.
5.	Is 12 days enough for the UNHLS-CPHL	The 12 days will be enough to get a feedback on the HUB
٥.	data officer to stay at the site?	module, but this person will also assist in the utilization of
		the HLIMS paper based data collection tools.
6.	Who will support the maintenance of the	We are asking the IPs to take this role, since they are already
	A-LIS equipment?	very activate in this area.
7.	Who will provide stationary for printing	The UNHLS-CPHL team came with a rim of paper for now
	results?	for the duration of the pilot. There will be a cost analysis
		after this pilot to review the sustainability of provides paper.
8.	The biggest struggle with utilizing any	The UNHLS-CPHL-HLIMS-TWG cannot recruit and does
	LIS is the poor HR numbers in the	not have that mandate. We are advocating for a HLIMS data
	laboratory, so is UNHLS-CPHL providing	person through the DHO's office. Otherwise for now we ask
	a data clerk to assist in data collection and	that someone is assigned the role within the laboratory or
	entry within the laboratory?	facility HMIS focal points/departments.
9.	Can CPHL-HLIMS team be invited for	Yes, all we need is an early communication.
	CMEs with clinicians and other	
	stakeholders.	
10.	How will we use ALIS and the HMIS105	033A and 033B are catered for in the next build but monthly
	monthly forms (HMIS 105, 033A, 033B)?	reports can be automatically generated from ALIS.
11.	If we use electronic ALIS and we have no	The system will automatically generate reports according to
	counter books, how shall we populate	a specified date range.
	HMIS105?	
12.	What happens when power goes off?	Always revert back to the HMIS paper based tools then later
		on have the back log entered into A-LIS once the power is
		restored.
13.	What happens when ALIS is not working?	Contact the HLIMS coordinator at UNHLS-CPHL after
		trying out abit of basic trouble shooting with the HLIMS
		focal persons onsite.
1 /	Wiles described CCC 11 C 1 1	Contact the III IMC Connaise at IIMIII C CDIII
14.	Who does the facility officer call for help	Contact the HLIMS Coordinator at UNHLS-CPHL.
	whenever there is a technical problem?	
1.7	Y.C	C + 11 2 AND 10 C 1
15.	I forgot my pass word, what do I do?	Contact the site super user (HLIMS focal person) to reset
		your password.